

POSITION DESCRIPTION

DOA-15302 (C07/2015)
PREVIOUSLY OSER-DMRS-10
State of Wisconsin
Department of Administration/Division of Personnel Management

1. Position No.

324757

2. Cert / Reclass Request
No.

3. Agency No.

437

4. NAME OF EMPLOYEE

6. CLASSIFICATION TITLE OF POSITION
DCF Manager

5. DEPARTMENT, UNIT, WORK ADDRESS
Department of Children and Families
Division of Milwaukee Child Protective Services
635 N 26th St
Milwaukee, WI 53233

7. CLASS TITLE OPTION *(to be filled out by Human Resources Office)*

Deputy Administrator

8. NAME AND CLASS OF FORMER INCUMBENT

Mary Pat Bohn, DCF Manager

9. AGENCY WORKING TITLE OF POSITION

DCF Manager

10. NAME & CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES

11. NAME AND CLASS OF FIRST-LINE SUPERVISOR
Robin Joseph, Administrator

12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE
PERFORMED THE WORK DESCRIBED BELOW?

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS?

Yes ☒

No ☐

IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM.

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION *(Please see sample format and instructions on Page 3.)*

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %

GOALS AND WORKER ACTIVITIES

(Continue on attached sheets)

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION *(See Instructions on Page 2)*

- a. The supervision, direction, and review given to the work of this position is [] close [] limited [x] general.
b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.
(Please initial and date attachments.)

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.

(Please initial and date attachments.)

Signature of employee _____ Date _____

18. Signature of Human Resources Manager _____ Date _____

DISTRIBUTE COPIES OF SIGNED FORM TO:

☐ P-FILE ☐ SUPERVISOR ☐ EMPLOYEE ☐ CERT REQUEST COPY

CLASSIFICATION TITLE- SUB-TITLE

Deputy Division Administrator

POSITION SUMMARY

This position reports to the Division Administrator of the Division of Milwaukee Child Protective Services (DMCPS) and serves as a member of the Division's executive team with primary responsibility for managing the day to day Division operations and assisting the Administrator with the implementation of all components involved with the child welfare system in Milwaukee County. The incumbent will be expected to work in a management capacity alongside the Administrator and be responsible for high-profile issues that affect services provided to children in Milwaukee. With these goals in mind, the individual will employ communication and problem solving techniques to deal with Division issues within various forums.

The Bureau of Milwaukee Child Welfare has 185 State FTE positions and oversees the work of approximately 600 private agency contracted staff. The Deputy Division Administrator is responsible for managing and supervising the Bureau Directors, Training Section Manager and Medical Director and providing oversight in their assigned areas which include: training, planning and policy development that ensures the successful coordination of Division program functions; the delivery of the State run child protective services relating to 1st and 2nd shift access and initial assessment services in Milwaukee County; the Division's administrative services which encompass all financial operations and activities, workforce/human resources/labor relations functions, the budget, grants and contracts administration, facilities management and the maintenance of the eWiSACWIS system; and development and integration of policies and practices required to meet the health and medical needs associated with children involved in the child welfare system.

<u>TR1</u>	<u>TR2</u>	<u>TIME %</u>	<u>GOALS AND WORKER ACTIVITIES</u>
	40% A.		Management and oversight of Division operations. A1. Work with Division Bureau Directors and managers and vendor agencies to identify and resolve issues (i.e., personnel issues, community concerns, etc.). A2. Develop and implement communication and problem solving strategies across the Division. Serve as the contact person for staff when problems do arise, working with them to resolve the issue. Keep Division Administrator informed. A3. Resolve emergency issues with internal staff and external partners. A4. Complete special assignments as requested. A5. Perform troubleshooting functions for issues which occur or may occur in the Division. Keep Division Administrator informed. A6. Represent the Division at designated meetings and perform follow-up as requested. A7. Anticipate and assist Bureau Directors and managers in resolving operational problems. A8. Develop and maintain productive working relationships with formal and informal community groups to heighten awareness of child welfare needs, and to educate the public about the purpose and functions of the child protective services system A9. Assess program effectiveness and efficiency. In collaboration with the Training and Quality Improvement Sections, propose and implement strategies for continuous quality improvement.

35% B. Management and supervision of Bureau and Training Manager to ensure smooth operations and consistent implementation of Division policies, procedures and practice standards.

- B1. Provide direct supervision of state employed Bureau Directors and Training Manager by monitoring work performance, ensuring goals are attained, and consulting with them on a regular basis.
- B2. Assign work and review work products. Ensure staff coordination across the sections and groups to promote integration of services.
- B3. Review the quantity and quality of services provided by staff and conduct, performance evaluations using the PPD process. Include needed improvements as necessary.
- B4. Recommend disciplinary action where necessary.
- B5. Handle complaints from consumers or community members regarding the performance of staff. When appropriate, work in partnership with the Clients Right Specialist.
- B6. Interview and select staff based on the program objective of maintaining a qualified, diverse and culturally competent workforce.
- B7. Assess training, leadership and professional development needs of staff.

15% C. In collaboration with the Division Administrator provide leadership to the Division executive management team.

- C1. Plan and convene the weekly management meeting
- C2. Provide direction on Division work priorities and strategic planning activities.
- C3. Oversee development of quality improvement plans and continuous quality improvement efforts to improve practices across all Bureaus and program areas.
- C4. Provide consultation and support as needed to address section specific issues.
- C5. Foster and enhance cross section communication through collaboration with the Bureau Directors, managers and staff.
- C6. Promote the integration of the Division medical director in day to day work.
- C7. Assist with the development and implementation of evaluation plans and strategies to assess and improve system effectiveness Division-wide.

10% D. Implement Affirmative Action/Equal Employment Opportunity compliance plan within areas of responsibility in compliance with federal and state civil rights laws.

- D1. Review hiring selection processes to assure fairness and equal opportunity for all applicants.
- D2. Review disciplinary actions, resignations, dismissals for compliance with standards and rules.
- D3. Provide information and direction to staff to assure support for Department affirmative action/equal employment opportunity plans.

- D4. Work closely with affirmative action office in identified minority organizations or groups to include recruitment efforts which would provide cultural diversity to the workforce.
- D5. Work with the affirmative action office to develop cultural awareness training programs to allow staff to work successfully with a diverse caseload and within a diversified work unit.

KR1 KR2 Knowledge and Skills

1. Effective written communication abilities and knowledge of good communication principles and practices.
2. Effective oral communication abilities and skills.
3. Knowledge of legislation development and the legislative process.
4. Demonstrated abilities in decision-making and conflict resolution.
5. Knowledge of program development and policy making practices.
6. Knowledge of child welfare philosophies, programs and services and the Division's principles and mission.
7. Ability to assess the fiscal impacts of families and children served.
8. Knowledge of effective program monitoring techniques and practices.
9. Knowledge of leadership and supervisory principles and practices.
10. Demonstrated ability in leading and coordinating group discussions and facilitating group decision-making.
11. Knowledge of public child welfare program functions, principles and practices.
12. Considerable knowledge of Wisconsin's private child welfare service providers.
13. Knowledge of Children's Court and court processes for child abuse and neglect cases.
14. Knowledge of Equal Employment/Affirmative Action implementation.
15. Knowledge of Civil Rights Compliance/Service Delivery implementation.